

USAV Academy Issues:

If you are having issues with the Academy you can create a ticket on the helpdesk or email Molly or myself for help. I suggest that if something doesn't work after the second try to stop and email us for help.

Some common issues:

- The member signed up for the USAV clinic and not the Region Clinic so the completion is not showing in their certification.
 - Fix: Email Brett or Molly in the office and we will update your membership.
- Course keeps crashing:
 - Fix: Close out of all your browsers, clear the cache and history. If you are still experiencing issues make a ticket on the Academy HelpDesk.
- Took the course last year, isn't it good for two seasons?
 - The certifications last during the cycle of the rule book. Since last year was the second year of that edition the certification was only good for that season. Since this is a new rule book year any certifications done this year will be good for two seasons.